



Comhairle Chontae Chill Chainnigh
Kilkenny County Council

HUMAN RESOURCES DEPARTMENT

Recruitment Guidance Booklet - Applicants

Competition Name:	Clerical Officer (Grade III)
Competition ID:	2026/P/O/A/16
Competition Type:	Open
Competition Closing Date:	Thursday 18th June 2026 at 4.00 pm

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2.0 KILKENNY COUNTY COUNCIL

Kilkenny County Council provides services to a population of over 103,000 citizens in County Kilkenny in areas of housing, roads, transportation, planning, environment, economic and community development, tourism, libraries, fire and emergency response, parks, amenities, heritage, arts and water services.

We have over 750 employees and can offer exciting careers across our services in various roles such as engineering, technical, financial, management, administration, library services, fire services and general services. Our headquarters are in Kilkenny City and we have area offices throughout the county.

The Council operates within an annual revenue budget of €129.4 million and a multi-annual three-year capital budget of €832 million.

Our Mission

Kilkenny County Council is committed to working with the people of Kilkenny to develop sustainable, connected, economically thriving and proud communities with the consideration of climate change embedded into all of our policies and services.

Our Values

1. Accountability

We are committed to being accountable and responsible for all our decisions, ensuring they are communicated openly and transparently.

2. Ambition

We strive to foster a culture of innovation, creating opportunities for economic development and enhancing the well-being and quality of life for all in Kilkenny City and County.

3. Collaboration & Engagement

We aim to build safe, resilient and inclusive communities and places through regeneration and proactive engagement with stakeholders.

4. Quality Public Service

The Elected Members and Staff commit to delivering the highest standards of public service with integrity and professionalism.

5. Health & Wellbeing

The quality of life and health and wellbeing of the people of Kilkenny are a measure of our success as a public body. We will continue with operational and capital programmes that will positively impact and influence the wellbeing of our citizens.

6. Public Sector Equality and Human Rights Duty

Kilkenny County Council has conducted an assessment of the Human Rights Duty under the Human Rights and Equality Commission Act 2014, Kilkenny County Council will embed Public Sector Duty values into organisational plans and activities. The public Sector Duty values are to have regard to the need to

eliminate discrimination, promote equality of opportunity and protect human rights.

For further information on Kilkenny County Council see:

[Kilkenny County Council Corporate Plan 2024 – 2029](#)

PLEASE NOTE:

- **FAILURE TO UPLOAD ALL REQUIRED DOCUMENTS I.E. QUALIFICATIONS, I.D. ETC., AT SUBMISSION STAGE WILL AUTOMATICALLY RESULT IN AN INVALID APPLICATION.**
- **APPLICANTS SHOULD SATISFY THEMSELVES THAT THEIR EDUCATIONAL QUALIFICATIONS MEET THE MINIMUM REQUIREMENTS FOR THIS POSITION.**
- **APPLICANTS WITH NON-IRISH QUALIFICATIONS CAN AVAIL OF THE ON-LINE RECOGNITION OF FOREIGN QUALIFICATIONS SERVICE PROVIDED BY QUALITY AND QUALIFICATIONS IRELAND (QQI)**
- **AND MUST SUBMIT PROOF OF SAME WITH THEIR APPLICATIONS.**
- **FAILURE TO FULLY COMPLETE EACH QUESTION ON THE APPLICATION FORM MAY DEEM YOUR APPLICATION INVALID (ANSWERS WHICH REDIRECT TO OTHER RESPONSES ARE NOT PERMITTED).**

3.0 JOB REQUIREMENTS

3.1 MINIMUM ELIGIBILITY REQUIREMENTS

Minimum Eligibility Requirements are the minimum requirements required for the position and are set out by the Department of Housing, Local Government and Heritage for administrative and technical/engineering grades.

For outdoor grades and some specialised grades, the minimum eligibility requirements are set out by Kilkenny County Council Human Resources Department in consultation with the relevant Line Manager as they are not set centrally by the Department.

Applicants will be required to submit scanned images of documentation to establish the applicant meets the following minimum eligibility criteria:

3.1.1 CHARACTER

Applicants shall be of good character.

3.1.2 HEALTH

Each applicant must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3.1.3 MINIMUM ELIGIBILITY REQUIREMENTS

Minimum Eligibility Requirements are the minimum requirements required for the position and are set out by the Department of Housing, Local Government and Heritage for administrative and technical/engineering grades.

Applicants will be required to submit scanned images of documentation to establish the applicant meets the following minimum eligibility criteria:

Each candidate must on the latest date for receipt of completed application form:

Have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme,

or

Have passed an examination of at least equivalent standard,

or

Have had at least two year's previous service in an office of Clerical Officer, Clerk/Typist (Clerical Duties), Clerk/Typist (Typing and Clerical Duties) or Clerk/Typist under a local authority or health board in the state.

or

Have satisfactory relevant experience which encompasses demonstrable equivalent skills.

3.2 DESIRABLE REQUIREMENTS

Kilkenny County Council can for any position they advertise, include Desirable Requirements. Desirable Requirements are those that would be beneficial to optimising job performance. Desirable Requirements can be used if necessary to reduce numbers called for interview.

THE IDEAL CANDIDATE WILL POSSESS:

- 3.2.1 Excellent office administrative experience – including organisational skills, with the ability to plan, organise and prioritise work effectively.
- 3.2.2 Strong verbal communication skills, being able to communicate effectively and appropriately with people at all levels.
- 3.2.3 Strong interpersonal skills – working well with other employees, managers, customers and the public.
- 3.2.4 Good written and proof-reading skills, with grammatical proficiency.
- 3.2.5 Excellent I.T. skills (including Microsoft Word, Access, Excel, PowerPoint, etc.)
- 3.2.6 Ability to undertake work requiring accuracy and attention to detail and to meet established deadlines.
- 3.2.7 Ability to be self-motivated and work on own initiative.
- 3.2.8 Ability to be flexible in their approach to work.

3.2.9 Knowledge and understanding of the Local Authority and the role of Clerical Officer.

Applicants should satisfy themselves they are eligible under the required qualifications. Kilkenny County Council may not be able to investigate the eligibility of all candidates in advance of the interview/examination, and hence persons who are ineligible but nevertheless enter, may put themselves to unnecessary expense.

4.0 JOB DUTIES AND RESPONSIBILITIES

The duties of a Clerical Officer are varied and can involve assignment to different parts of the organisation or different areas of work. The role requires that employees' function in a flexible manner and work effectively together as a team to deliver required outcomes or outputs.

The duties shall be such clerical/administrative and secretarial as may be assigned to the officer from time to time by the local authority and shall include the duty of deputising for other officers of the local authority, when required, and such duties as may be assigned to him/her in relation to the area of any other local authority.

4.1 Clerical Officers Performs a Range of Tasks Including:

- 4.1.1 To participate in and support the work of the section or department to ensure that work programs are delivered in accordance with the operational plans.
- 4.1.2 Providing high levels of customer services, responding to queries and requests for information in a professional, courteous and timely manner.
- 4.1.3 Processing applications for services in accordance with Council policies, procedures and plans.
- 4.1.4 Carrying out a range of administrative tasks including photocopying, preparing letters/documents/presentations for public circulation, typing, minute taking, report/returns preparation, filing, arranging meetings, receipting/balancing payments including cash, handling internal/external mail.
- 4.1.5 Operation of the financial system and other local government systems.
- 4.1.6 Any other duties that may be assigned as part of the overall functioning of the relevant Department.
- 4.1.7 To be in compliance with Health and Safety legislative requirements, policies and procedures and safe systems of work.

5.0 PARTICULARS OF OFFICE

5.1 TYPE OF POST

To form a panel from which Permanent, Temporary, Part-Time, Fixed Term and Specific Purpose positions may be filled.

5.2 SALARY

The salary shall be fully inclusive and shall be as determined from time to time. The holder of the office shall pay to Kilkenny County Council any fees or other monies (other than inclusive salary) payable to and received by him/her by virtue of his/her office or in respect of services which he/she is required by or under any enactment to perform.

In accordance with EL02/2011 persons who are not serving Local Authority employees must be placed on the minimum of the scale. Where a person being appointed is a serving Local Authority employee normal starting pay rules will apply. The rate of remuneration may be adjusted from time to time in line with government policy.

The current salary scale for the position is **€31,935 minimum to €49,413 maximum** inclusive of LSI.

5.3 CITIZENSHIP

Candidates must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; **or**
- (b) A citizen of the United Kingdom (UK); **or**
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; **or**
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; **or**
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa **or**

A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident.

5.4 SUPERANNUATION CONTRIBUTION

5.4.1 Public Service Pensions (Single Scheme and Other Provisions) Act 2012

New members joining the public sector on or after 1st January 2013 will be required to join the Single Public Service Pension Scheme. It applies to all first-time entrants to the Public Service as well as former public servants returning to the public sector after a break of more than 26 weeks. Your contributions will be made up of 3% of your gross pensionable remuneration and 3.5% of your net pensionable remuneration (your gross pensionable remuneration less twice the value of the Contributory State Pension). As of 25th March 2019, the weekly CSP rate is €248.30.

Your normal retirement age under this scheme is the same age at which you can claim the Contributory State Pension. The minimum age for receipt of this pension is Age 66. There is a compulsory retirement age of 70 years.

5.4.2 Persons who commenced in Public Service Employment after 6th April 1995 and prior to 1st January 2013:

Persons who became pensionable employees after 6th April 1995 and prior to 1st of January 2013, without a break in employment, will join the Local Government (Superannuation) (Consolidation) Scheme 1998. Contributions are payable at the rate of 1.5% of your basic salary, 3.5% of basic salary less twice two times the value of the Contributory State Pension and a further 1.5% is payable for spouse and children's contributions (*non-officer grades pay a co-ordinated contribution:

'Non-New Entrants' (those who became pensionable after 6th of April 1995 and prior to 1st April 2004) have a minimum retirement age of 60 and a compulsory retirement age of 70.

'New Entrants' (those who became pensionable after 1st April 2004 and prior to 1st January 2013) have minimum retirement age of 65 with no compulsory retirement age.

5.4.3 Persons who commenced in Public Service Employment before 6th April 1995:

Their minimum retirement age is 60 and they have a compulsory retirement age of 70 as per Department of Housing, Planning and Local Government Circular Letter CL/2/2019. Contributions are 5% of basic salary and 1.5% of basic salary toward Widow's & Orphan's or Spouse & Children's Scheme.

5.5 PENSION ABATEMENT

If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 (Section 52) includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service Pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. This may have pension implications for any person appointed to this position that is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.

Prior to appointment, successful applicants will be obliged to complete a declaration in relation to previous Public Service pensionable employment. Please note: In applying for this position, you are acknowledging that you understand the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

5.6 PENSION ACRUAL

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

5.7 PROBATION

The following provisions shall apply:

- 5.7.1 There shall be a period after such appointments take effect during which such persons shall hold such office on probation;
- 5.7.2 Such period shall be 6 months, but the Chief Executive may at his/her discretion extend such period;
- 5.7.3 Such persons shall cease to hold such employment at end of the period of probation unless during such period the Chief Executive has certified that the service of such persons is satisfactory.

5.8 PRE-EMPLOYMENT MEDICAL EXAMINATION/QUESTIONNAIRE

For the purposes of satisfying the requirement as to health, it will be necessary for each successful applicant, before he/she is appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by Kilkenny County Council. In the event the applicant does not take up the post following the pre-employment medical, he/she will reimburse Kilkenny County Council the cost of the medical examination, as per a previously signed understanding.

5.9 HOURS OF WORK

The person appointed will be required to work a 35-hour week Monday to Friday which equates to a 7-hour day.

5.10 ANNUAL LEAVE

Annual leave entitlement for this position is **27 days** per annum in accordance with Department of Environment, Community & Local Government Circular LG(P) 07/2011.

5.11 TRAVEL

When required to do so holders of the office shall hold a full driving licence for class B vehicles free from endorsement and disqualification and, shall drive a motor car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the Local Authority.

It is Kilkenny County Council policy that all staff using their private cars for work purposes, regardless of the frequency should:

- 1) Indemnify Kilkenny County Council on their personal insurance policy
- 2) Note business class on their personal policy
- 3) It is the obligation of the driver/owner to ensure that the vehicle is fit to be on the public road including valid NCT certification

When applicable for specific roles, travelling and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and any other relevant documents.

If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

5.12 LOCATION

The holder of the office shall reside in the district in which his/her duties are to be performed or within a reasonable distance thereof.

5.13 SAFETY, HEALTH & WELFARE

The holder of the post shall comply with Kilkenny County Council's Safety Management System. He/she shall familiarise him/herself with the Safety statement for his/ her section and all the associated safety & health risk assessments, safe systems of work, and procedures and make proper use of all safety clothing and equipment. Failure to comply with the Safety Statement and its requirements may result in disciplinary action.

5.14 TRAINING

It is a condition of employment that successful applicants will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

5.15 POLICIES & PROCEDURES

The post-holder will be expected to abide and adhere to the policies & procedures applicable to Kilkenny County Council.

6.0 SELECTION PROCESS

The selection process may include:

Stage 1: Submission of completed applications and required supporting documents.

Stage 2: Eligibility & Shortlisting of applicants on the basis of information submitted in the applications and supporting documents.

Stage 3: A competency-based interview which may be conducted face to face or by way of remote interview.

Stage 4: Panel formation.

6.1 STAGE 1 - SUBMISSION OF APPLICATIONS

6.1.1 **Applicants should complete the Application Form online via the advert link or through the www.kilkennycoco.ie link.**

6.1.2 **Applicants are required to submit their applications electronically, along with the required documentation. Applicants should retain a copy of their Application Form for their own personal reference.**

Be advised that once **FULLY COMPLETED** applications supported by the prescribed evidentiary proof of meeting minimum qualifications and eligibility requirements are submitted this information cannot be amended.

When completing the employment history section on the Application Form please ensure all periods of employment and unemployment (if applicable) are recorded and accounted for.

- 6.1.3 The submission of Photo Identification is an essential requirement and can include one of the following forms of ID only: Passport, Drivers Licence, or Public Service Card.

6.2 STAGE 2 - ELIGIBILITY & SHORTLISTING OF APPLICATIONS

- 6.2.1 Kilkenny County Council will conduct a preliminary verification of eligibility of applicants. This will comprise of both the Minimum Requirements as outlined in Section 4.0 above, as well as the mandatory documentation specified for the competition. Kilkenny County Council reserves the right to recheck eligibility criteria at a later stage. The decision of Kilkenny County Council as to the applicant meeting the eligibility criteria specified are final.

- 6.2.2 Kilkenny County Council may decide, by reason of the number of persons seeking admission to a competition, to carry out a shortlisting procedure. The Shortlisting procedure may be by way of a desktop analysis of the applications and/or a shortlisting interview. The number of persons to be invited in these circumstances shall be determined by Kilkenny County Council from time to time having regard to the likely number of vacancies to be filled. Shortlisting can be based on the eligibility criteria (qualifications, relevant experience etc.), the desirable requirements, as well as the detail provided for the listed competencies and other relevant information submitted on the Application Form.

In this instance, an expert Board will examine the application forms against a pre-determined criteria based on the requirements of the position. Therefore, it is very important that you think about your experience considering those requirements. Failure to include information regarding those requirements may result in you not being called forward to the next stage of the selection process.

It is expected that given the qualifications and experience of prospective applicants that the short-listing requirements will be significantly higher than the minimum eligibility criteria (qualifications and experience) requirements set out for the post.

- 6.2.3 Kilkenny County Council reserves its right to shortlist applicants in the manner it deems most appropriate.

6.3 STAGE 3 – FINAL INTERVIEWS

An independent interview Board will conduct interviews. The interview will be competency based and the Board will comprise of a Chair and one/two other Board members. The interview duration is competition specific and can range from 20 – 45 minutes. The following is an example of the interview format:

Time (minutes)	Member of Board	Interview Component	Note Taker
0	Chair	Commencement of Interview	NA
0 to 5	Chair	Chair Introductions – structure of interview, explain note taking	Board Member 2
5 to 15	Board Member 1	Competencies 1 & 2	Chair
15 to 25	Board Member 2	Competencies 3 & 4	Board member 1
25 to 30	Chair	Conclusion – Concluding Questions, Opportunity for Interviewee to add comment/ask questions	Board Member 2
30	Chair	Ensure interviewee departs virtual or physical interview room	NA
30 to 40	All	Review Interviewee Performance and make preliminary scoring, sanitise interviewee station	NA
30 to 40	All	Prepare for next interview	NA

6.3.1 Competency Framework

Interviews are competency based and competencies are drawn from the Local Government Sector Competency Frameworks.

Applicants called for interview will be required to demonstrate the following competencies:

Competency Headings		Competency Description
1	Customer Focus & Communication skills	<ul style="list-style-type: none"> - Take pride in the quality of service delivered and seeks to improve it. - Relate well to others and maintains positive working relationships. - Represent the organisation positively and professionally when dealing with members of the public and other stakeholders. - Have effective written and verbal skills. - Ability to articulate. - Demonstrate self-awareness, adaptability, empathy, cognitive complexity, and ethical awareness.
2	Information Management & Processing	<ul style="list-style-type: none"> - Demonstrates organisational skills. - Ability to understand and adhere to procedures and processes. - Demonstrates proficiency in the use of Information Technology. - Collating data and information processing - Analytical and reporting skills
3	Teamwork:	<ul style="list-style-type: none"> - Work as part of a team to ensure delivery of plans and schedules. - Have a strong team ethic of co-operation, mutual support, and flexibility to meet evolving service needs.

4	Delivering Results	<ul style="list-style-type: none"> - Takes responsibility for delivering quality work in a timely manner. - Assesses and priorities workloads. - Adapts quickly to change and new ways of doing things. - Flexibility in approach to work - Uses Initiative and is self- motivated when required.
5	Personal Effectiveness:	<ul style="list-style-type: none"> - Sound knowledge and understanding of the Local Authority, it's services and the role of Councillors. - Be open to taking on new challenges or responsibilities. - Be positively motivated to deliver a quality service. - Adopt a positive and constructive approach to work. - Bring enthusiasm and commitment to their role

6.4 STAGE 4 – PANELS

Panels may be formed and will be based on the order of merit resulting from the interviews. Applicants whose names are on a panel and who satisfy Kilkenny County Council that they meet the criteria required for the office and that they are otherwise suitable for appointment, may within the life of the panel concerned be appointed as appropriate/relevant vacancies arise. The Panel duration will be 12 months and may be extended at the discretion of the Chief Executive.

Prior to recommending any applicant for appointment to this position Kilkenny County Council will make all such enquiries that are deemed necessary to determine the suitability of that applicant. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made. Should the person recommended for appointment decline, or having accepted it, relinquish it, or should additional vacancies arise, Kilkenny County Council may at its discretion, select and recommend another person for appointment on the results of this selection process. Future vacancies may be filled from the panel formed for this competition.

All applicants who attend interview will be provided with feedback regardless of placement on the panel or not.

6.5 NOTIFICATION OF SHORTLISTING/INTERVIEW RESULTS

Shortlisting and Interview results will be issued by Human Resources as soon as possible after the competition administration has been finalised.

If your results are related to a Shortlisting exercise, you will be informed of the shortlisting outcome.

If your results are related to an interview, you will have access to view details of each competency score, as well as the Board comments and if successful at interview you will receive details of your Panel placing.

6.6 FEEDBACK

All applicants will be provided with feedback in relation to the selection outcome, appropriate to the stage they progressed to in the competition.

Interview candidates will be provided with feedback in the form of an individual Marking Sheet regardless of placement on the Panel or not.

6.7 APPEALS

Applicants who are dissatisfied with the manner in which the recruitment process was conducted may appeal in the first instance to the Senior Executive Officer, Human Resources Department within a 5 working day period from the date their results were issued.

In the interest of clarity Kilkenny County Council will facilitate appeals in respect to the process applied to the recruitment competition. Appeals will not be considered in respect to the decision of the interview Board/shortlisting panel, as their decision is final, save any upheld appeal in relation to due process.

6.8 OFFER LETTERS

Prior to accepting an offer of employment candidates need to ensure they have a valid work permit for employment in Ireland. Kilkenny County Council requires candidates to respond within 5 working days to any offer of employment made to them or by the date indicated on the offer letter.

Kilkenny County Council shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month from the date the Contract of Employment was issued. If he/she fails to take up the appointment within such period (or such longer period as Kilkenny County Council in its absolute discretion may determine) Kilkenny County Council shall not appoint him/her.

6.9 REFERENCES / EVIDENCES

Each applicant is required to submit as references the names, addresses and email addresses of two responsible persons to whom he/she is well known but not related and of which at least one must be a previous employer.

Any offer of employment will be subject to both references being of a satisfactory standard. In the event an unsatisfactory reference is received, Kilkenny County Council reserves the right not to proceed with the offer of employment.

6.10 CLEARANCES (GARDA VETTING & PRE-EMPLOYMENT MEDICAL EXAMINATION/QUESTIONNAIRE)

6.10.1 **Garda Vetting:** Applicants may be subject to Garda Vetting. Appointment(s) will be considered having regard to receipt of Garda Vetting clearance, particularly to determine suitability to work with children/vulnerable adults.

- 6.10.2 **Pre-Employment Medical Examination/Questionnaire:** Applicants will be subject to a pre-employment medical examination as referenced in Section 5.8 above.

7.0 GENERAL

Kilkenny County Council is an Equal Opportunities Employer.

Kilkenny County Council will not be responsible for any expenses an applicant may incur in attending for interview.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Kilkenny County Council is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

7.1 THE IMPORTANCE OF CONFIDENTIALITY

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

7.2 DEEMING OF CANDIDATURE TO BE WITHDRAWN

Applicants who do not attend for interview or other test when and where required by Kilkenny County Council, or who do not, when requested, furnish such evidence as the Authority require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Applicants are expected to provide all requested documentation to Kilkenny County Council, including all forms issued by the Council for completion, within five days of request. Failure to do so will result in the applicant being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

7.3 QUALITY CUSTOMER SERVICE

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take appropriate steps to resolve it.

On occasion applicants may be requested to part-take in a survey to provide feedback on our services, we would appreciate your co-operation on this matter if requested to do so.

7.4 USE OF RECORDING EQUIPMENT

Kilkenny County Council does not allow unsanctioned use of any type of recording equipment when conducting business. This applies to any form of sound recording

and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this policy. Any applicant involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

In addition, where a person found guilty of unauthorised use of recording was or is an applicant at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as an applicant; and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

7.5 APPLICANTS' OBLIGATIONS:

Applicants in the recruitment process must not:

1. Knowingly or recklessly provide false information
2. Canvass any person with or without inducements
3. Interfere with or compromise the process in any way
4. Disrespect or ill-treat Kilkenny County Council staff or Board members
5. A third party must not personate an applicant at any stage of the process

7.6 CONTRAVENTION CODE OF PRACTICE

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. If a person found guilty of an offence was, or is an applicant at a recruitment process:

- They will be disqualified and excluded from the process
- Has been appointed to a post following the recruitment process, they will be removed from that post.

7.7 GENERAL DATA PROTECTION REGULATION (GDPR)

7.7.1 Basis for Processing Your Personal Information

The basis for processing your personal data is to progress your application for the position you have applied for with Kilkenny County Council under the Terms of the Employment (Information) Act 1994 and Human Resources policies and procedures. Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, confirmation of identification, particulars of education, details regarding your record of employment and confirmation if you require an employment permit/visa/or work authorisation. Should you be successful and offered a position further personal data will be required

to support your onboarding which will include in the first instance medical, references, potential Garda Vetting and banking details for payroll.

7.7.2 Sharing of Information

Outside of the relevant recruitment teams, the information provided in your application form will only be shared for progressing the competition for which you have applied, with a designated shortlisting and/or interview board. If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File.

7.7.3 Storage Period

Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired. Applications that are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested Kilkenny County Council will not be able to progress your application form for the competition.

When your application is received, Kilkenny County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, **1988 & 2018** and will be destroyed following the expiry of any panel put in place in respect of this competition.

Kilkenny County Council's General Privacy Statement can be assessed [here](#).

To make a request to access your personal data please submit your request by email to: dataprotection@kilkennycoco.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).